



WILL LIGHTBOURNE
DIRECTOR

State of California—Health and Human Services Agency
Department of Health Care Services



GAVIN NEWSOM
GOVERNOR

December 16, 2020

Mr. Jason Grendahl
VP, Relationship Management
Access Dental Plan
8890 Cal Center Dr
Sacramento, CA 95826

**2020 DEPARTMENT OF HEALTH CARE SERVICES DENTAL AUDIT –
CORRECTIVE ACTION PLAN CLOSE-OUT LETTER**

Dear Mr. Grendahl,

The Department of Health Care Services (DHCS) Audits and Investigations Division (A&I) conducted an on-site audit of Access Dental Plan, a Medi-Cal Dental Managed Care (DMC) plan, from February 24, 2020 through February 28, 2020. The audit covered the review period of January 1, 2019 through December 31, 2019.

On August 14, 2020, the DMC plan provided DHCS with additional information regarding its Corrective Action Plan (CAP) in response to the report originally issued on June 26, 2020.

All items have been reviewed and DHCS accepts the DMC plan's submitted CAP. The CAP is hereby closed. Full implementation of the CAP and effectiveness of the interventions will be evaluated in the subsequent audit.

If you have any questions regarding this notice, please contact Xai Yang at (916) 345-8614 or dmcdeliverables@dhcs.ca.gov.

Sincerely,

Original signed by:

Alani Jackson, MPA
Chief, Medi-Cal Dental Services Division
Department of Health Care Services

Enclosure: 2020 Access CAP Response Form